THE BANGALORE CITY CO-OPERATIVE

BANK LIMITED



MOBILE BANKING APP USER MANUAL

This document / user manual provide the basic information of The Bangalore City Cooperative Bank Ltd. Mobile Banking Application, The document/ manual covers process of how to download Mobile Application, Installation, and Registration and how to use the overall application.

Before new user registration in mobile app, user should approach the concern Branch, fill the Mobile Banking Application Form & submit the same along with the KYC documents.

Getting started:

Step 1: Application download & Installation

Download Mobile Banking Application from Google play store for Android and IOS operating systems.



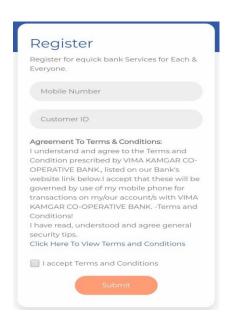
Install it once you downloaded.

Step 2: Application usages

Once installed, launch the application. Below screen will be displayed on launching the application. Once you installed the Mobile Banking Application After successful launch of the application, below Home screen will be displayed.



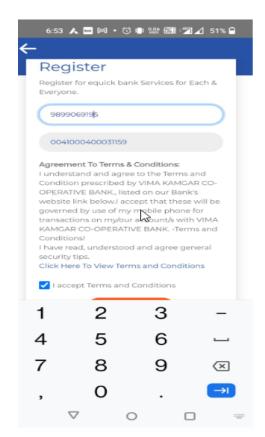
After click on Register, following screen will appear.



User has to fill up details for login purpose i.e. mobile number and customer ID.

Check Box: Click the Below check box.

Register: Click on register tab to register the user.



Mobile Number: Enter your Mobile number registered with the Bank.

Customer ID Number: Enter the 14 or 16 digit Number specified in your passbook under the head "Customer ID". For example 00100100000XXXX or 100100000XXXX.

Accept the terms & conditions: Tick in the box to accept the terms & conditions. Details of terms & conditions is published in our Bank website.

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←	Ente	r OTP		
Please enter verification code				
114 Seconds 12345 Submit				
1	2 ABC	3 DEF	-	
4 GHI	5 JKL	6 MNO	_	
7 PQRS	8 TUV	9 wxyz	$\langle \times \rangle$	
* #	0 +		\rightarrow	
\bigtriangledown	0		::	

OTP will generate to your registered mobile number for authentication. Use the OTP to authenticate the registration process. Once the OPT entered system asks to enter password

(6:54 ∧ ⋈ • ७ @ ﷺ ∞2 ⊿ 50% 🖬						
	The Bangalore City Co-Operative Bank Limited						
	Set	Pas	sw	ord			
		(5	ubmit			
1	2 3	34	5	6	7	8	9 0
q v	w e	ə r	t	У	u	i	o p
а	s	d	f	g	h	j k	< 1
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?123	,						\rightarrow
		∇		0			

Enter the password and re-enter same password for confirmation.

After filling details system will generate the user id and password for Login.

Entered the newly created user id and password and click on submit to login.

÷
Sign In Easy and Quick bank Services for Each & Everyone.
190750XXXX
Submit Forgot Password/MPIN

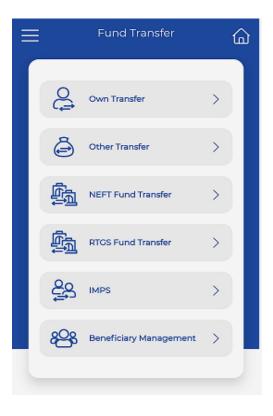
Once user logged in Home page will appear as below.



Home page contains the following option

- I. Fund Transfer
- II. Account Information
- III. Statement
- IV. Cheque
- V. MMID
- VI. Loan Repayment

i. Fund Transfer: - Will contains the following menu options.



- I Own Transfer
- II Other Transfer
- III- NEFT Fund Transfer
- IV- RTGS Fund Transfer
- V IMPS
- VI- Beneficiary Management

OWN TRNASFER

You can transfer the amount to own accounts under this Menu Options.

\equiv	Own to own fund transfer	۵
Fre	om Account	
	00031000103XXXX	~
	ENERAL SAVING DEPOSIT	
	0003 10 001 03XXXX	
- N	IANOJ PONKSHE	
~	vallable Balance ₹6,899,177,095.75	
То	Account	
		~
An	nount to be Transfer	
De	bit Particulars	
Cre	edit Particulars	
	Back Next	

Enter the 'To Account'

Amount to be transfer

Debit particulars

Credit particulars

And click on 'Next' Button

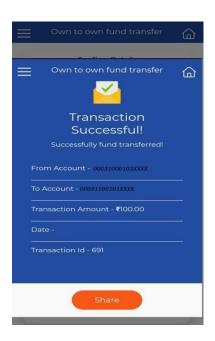
Own to own fund transfer	۵
Confirm Details	
From Account	
00031000103XXXX	
To Account	
00031100101XXXX	
Bank Jamia Co-Operative Bank Ltd.	
Name MANOJ PONKSHE	
Amount to be Transfer ₹10,000.00	
112	
Seconds to resend OTP	
Confirm	

Once you entered the details, OTP will send to register mobile Please enter and click on confirm.

	wn fund transfer	۵
Cor	nfirm Details	
From Account 00031000103XXXX		
To Account 00031100101XXXX		
Bank Jamia Co-Operati	ve Bank Ltd.	
Confirmation		
Are you sure, you	want to continue?	
Yes	No	
Second	II5 Is to resend OTP	1
1 2	3 4 5	
	Confirm	

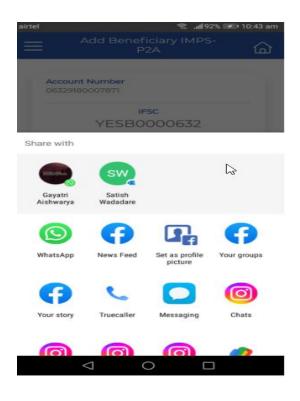
Click on 'Yes'

Page



Transaction successful message will appear. This indicates the transaction posted to select account while transfer.

You can share the screen shot through whatsapp channel.



Page 12 User can check transactions through statement menu option which mentioned in separate option.

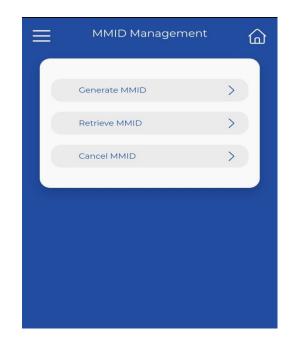
Own bank transfer doe not required the MMID and beneficiary add details.

But For other transfer/ NEFTfund Transfer/RTGS Fund Transfer/IMPS required MMID generation and add beneficiary which are explain as below.

Before Beneficiary add required to generate MMID first.

MMID Management

MMID is unique identifier allows individuals to perform secure and convenient transactions through their mobile devices.



MMID management contains following menu option:-

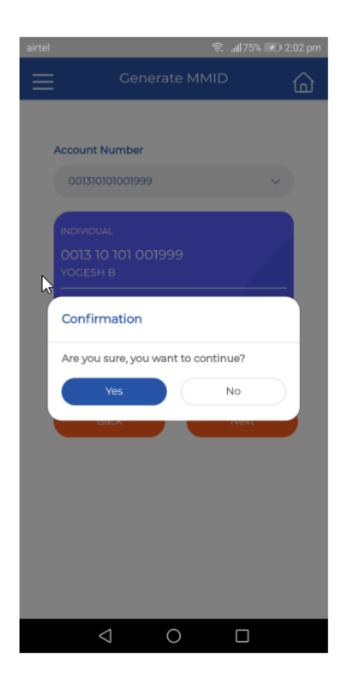
- i. Generate MMID
- ii. Retrieve MMID
- iii. Cancel MMID



Select account no.

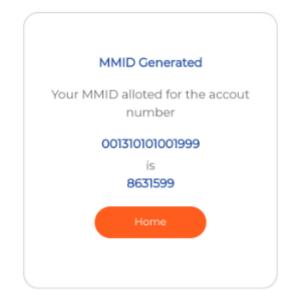
Enter the mobile no.

Click on 'Next'



Confirm the details.

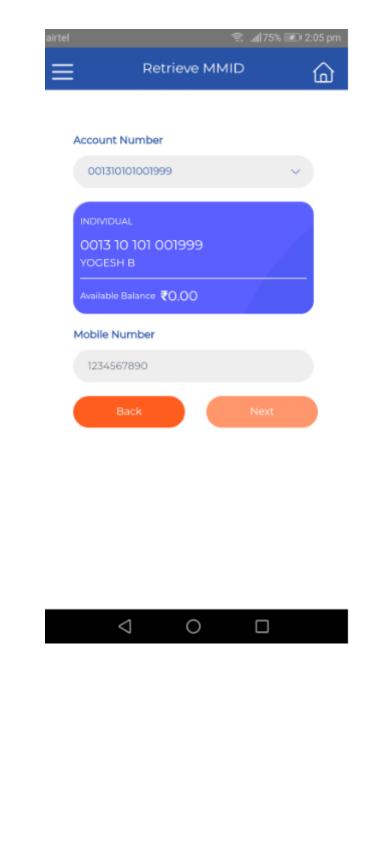




Please note the generated MMID.

Retrieve MMID

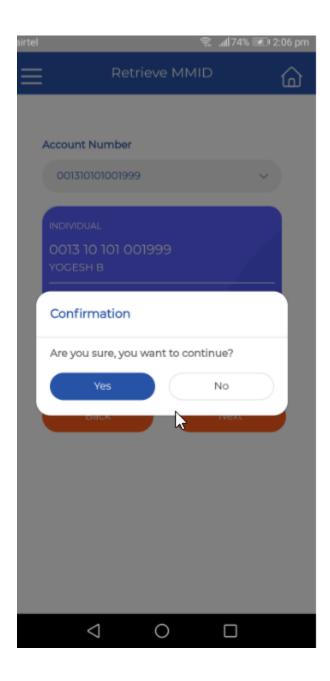
If user forgot the MMID can be generate new MMID and can share.



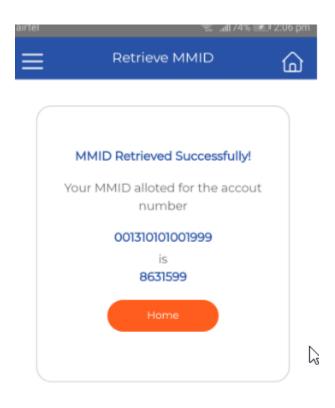
Select Account

Enter Mobile No.

Click on 'Next'



Click on continue

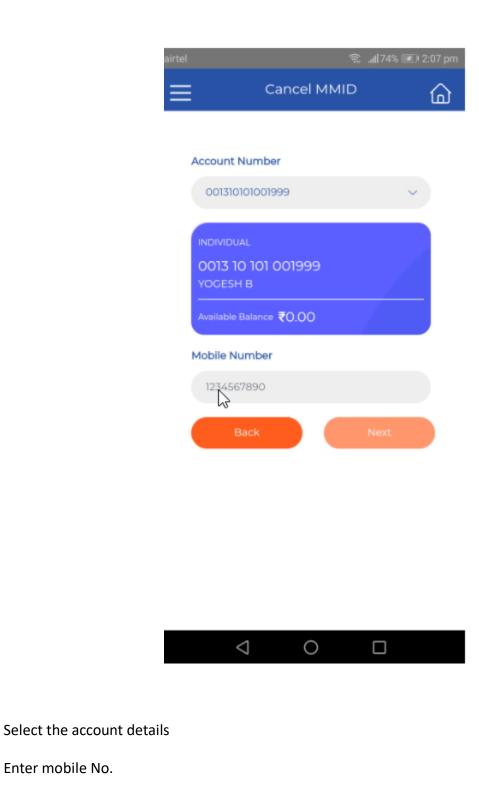




MMID retrieve successful.

Cancel MMID

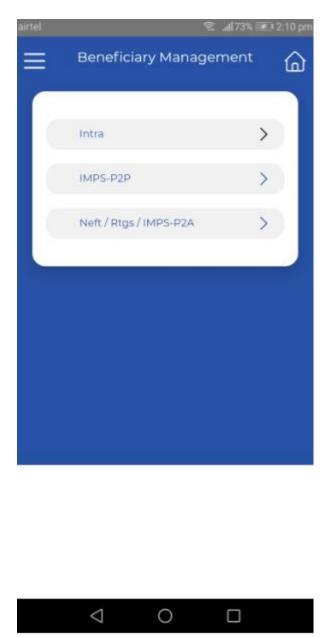
To cancel generate MMID use this option.



Enter mobile No.

Click on 'Next'

MMID cancel successful.



Beneficiary is the recipient of fund transfers. Following types of Beneficiary.

- i. Intra :- we can add beneficiary account within a bank.
- ii. IMPS P2P :- We can add beneficiary account of other bank
- iii. Neft/Rtgs/IMPS P2A :- we can add beneficiary account of other bank

Intra beneficiary

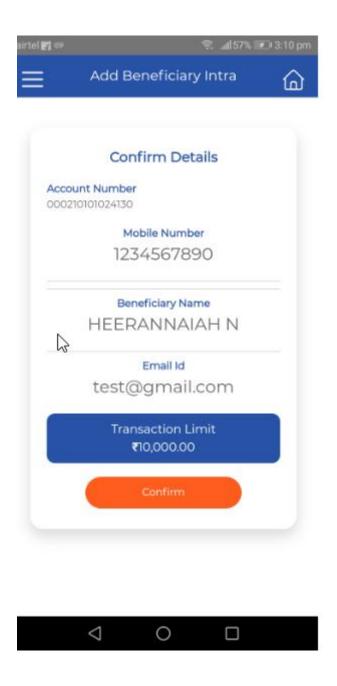
airtel 🗗 🕥			😤 ul 58% 🖥	🗇 3:06 pm
=	Add Be	neficiary	Intra	6
Benef	ficiary Name			
Accou	int No			
Confi	rm Account N	No		
Conn				
Trans	action Limit			
Tans				
Email	Id			
Mobil	e Number			
	Back			
	\triangleleft	0		

Enter the name which will appear while transfer amount, accountno, confirm accountno, Transaction limit (up to which we can transfer the amount), email id if any, Mobile no.

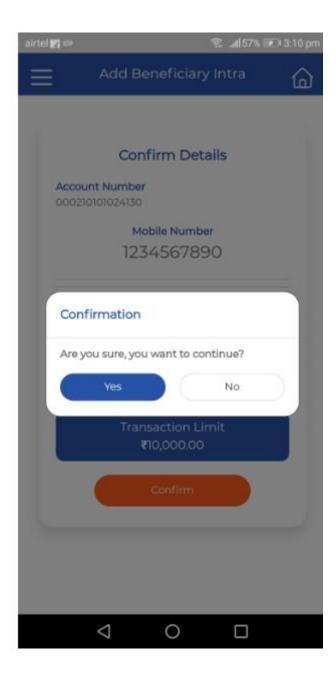
Click on 'Next'

airtel 🛐 🖘		ų.	🕄 "# 57% 💌	3:08 pm
≡	Add Ber	neficiary I	ntra	습
Benefi	ciary Name			
Test				
Accour	nt No			
1245	678900			
Confirm	m Account No	0		
1245	678900			
Transa	ction Limit			
1000	00			
Email I	d			
test	@gmail.com			
Mobile	Number			
1234	567890)
	Back		Next	
	<	\circ		
	7	\mathbf{O}		

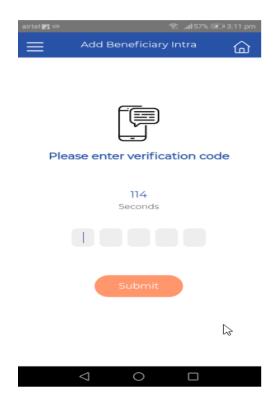
Click on 'Next'



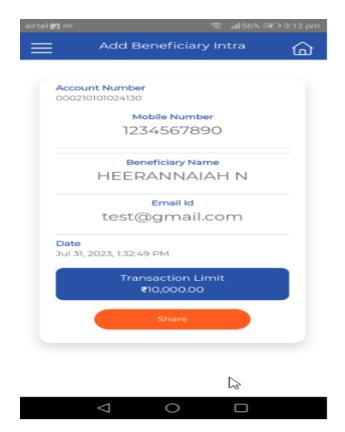
Confirm the details



Click 'Yes' to continue



Enter the OTP send to registered Mobile number.



Intra Beneficiary added successfully

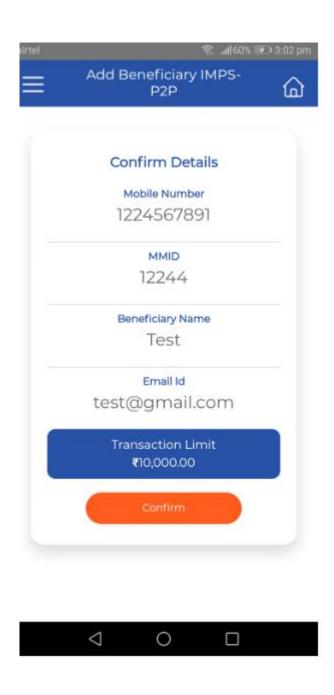
IMPS P2P

user can transfer funds from his bank account to another individual's account

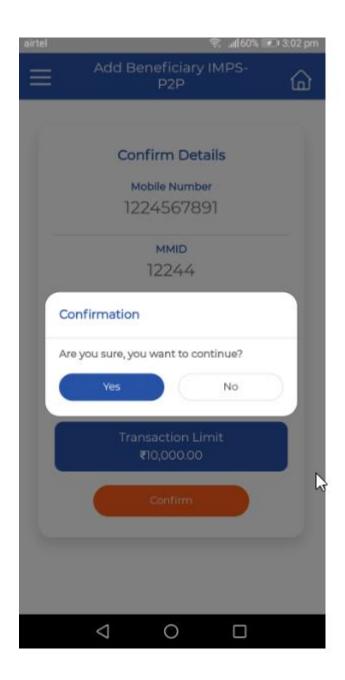
To create P2P benificary first need to create MMID .

airtel 😤 all60% 💌 Add Beneficiary IMPS- P2P	93:01 pm
Beneficiary Name	
Test	
MMID	
12244	
Transaction Limit	
10000	
Email Id	
test@gmail.com	
Mobile Number	
1224567891)
Back Next	

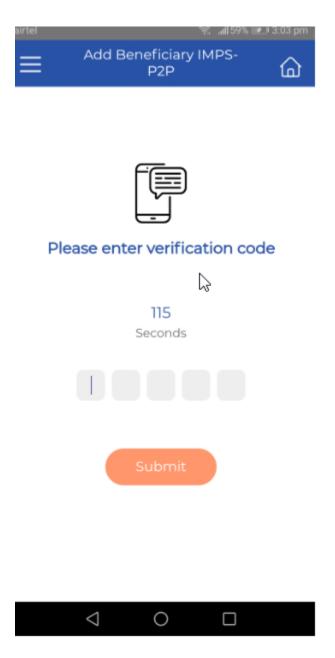
Enter name, generated MMID, Transaction Limit, email ID, Mobile number.



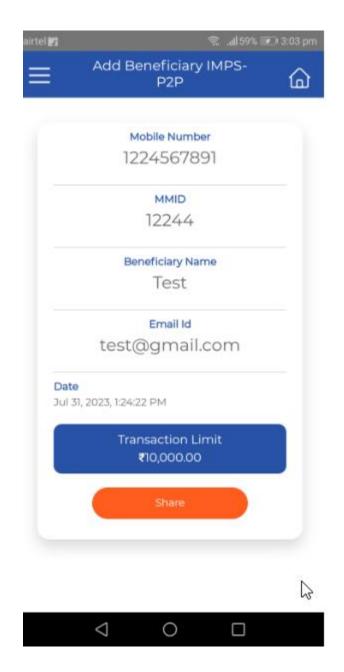
Confirm the details



Click on'Yes' to continue



Enter OTP send on registered mobile number.



P2P MMID generated successful.

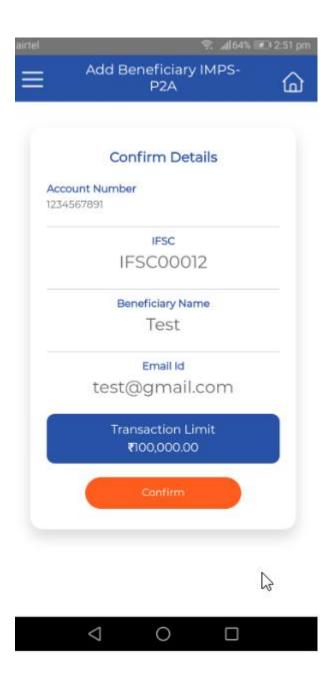
Neft/RTGS/IMPS P2A

Customer can recieve money to other bank's accounts using account number of the beneficiary

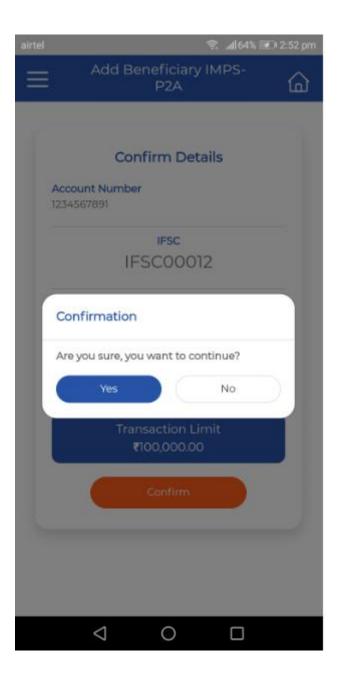
& IFSC code

airtel	究 "1164% 💌	2:51 pm
Add Beneficiary P2A	IMPS-	습
Test		
Account No		
1234567891		
Confirm Account No		
1234567891)
IFSC		
IFSC00012		
Transaction Limit		
100000		
Email Id		
test@gmail.com		
Mobile Number		
1233567889		
Back	Next	6
0		

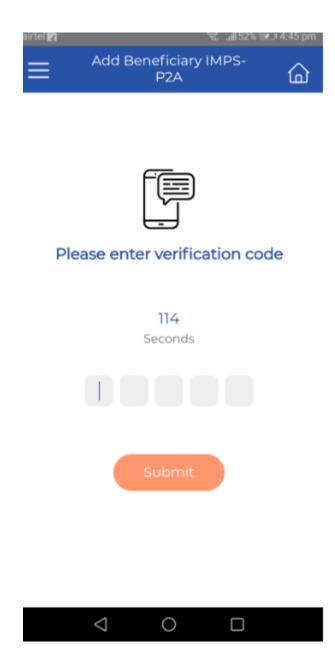
Enter the name, accountno, confirm accountno, IFSC code, trasanction limit, email id, mobile no.



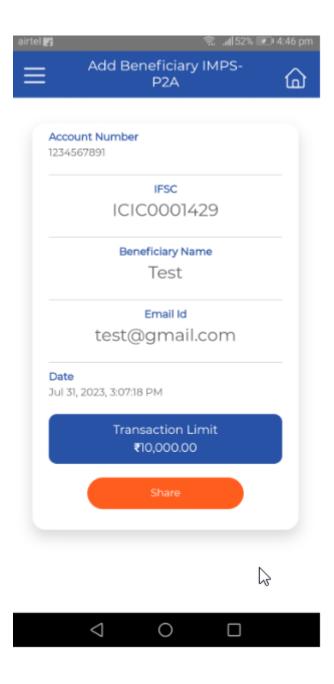
Confirm the details



Click 'yes' to continue



Enter OTP which send on registerd Mobile Number.



P2A beneficiary added successful.

Once the MMID generated and beneficiary added we can make a transfer through it.

Other transfer

User can transfer the fund to other account but within a bank. This also can say Intra fund transfer. This required adding beneficiary details to transfer the amount.

Add beneficiary

Other Transfe	· ۵
From Account 000310001035080	~
GENERAL SAVING DEPOSIT 0003 10 001 035080 MANOJ PONKSHE	
Available Balance ₹6,899,177,0	95.75
Amount to be Transfer	~
Debit Particulars	
Credit Particulars	
Credit Particulars	
Back	Next

Enter the 'To Account'

Amount to be transfer

Debit particulars

Credit particulars

And click on 'Next' Button

Cther Transfer
Confirm Details
From Account 000310001035080
To Account 000210001002008
Bank Jamia Co-Operative Bank Ltd.
Name SAJIAD HUSAIN
Amount to be Transfer ₹80,000.00
117 Seconds to resend OTP
Confirm

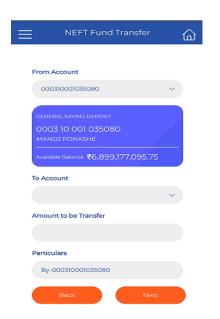
Once you entered the details, OTP will send to register mobile Please enter and click on confirm.

Other Transfer	G
Confirm Details	
From Account 000310001035080	
To Account 000210001000465	
- Bank Jamia Co-Operative Bank Ltd.	
Confirmation	
Are you sure, you want to continue?	
Yes No	
II.5 Seconds to resend OTP	
1 2 3 4 5	
Confirm	

➡ Other Transfer	â
Transaction Successful! Successfully fund transferred!	
From Account - 000310001035080 	
 Transaction Id - 692	
Share	

Transaction successful message will appear. This indicates the transaction posted to select account while transfer.

You can share the screen shot through whatsapp channel.

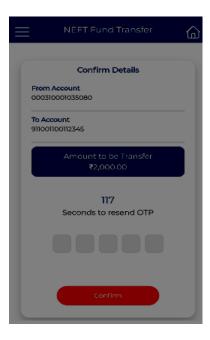


Enter the 'from account details'

Enter the 'to account details'

Amount to be transfer

Particular if any



Enter the otp send on register mobile number

Д
i
l
l

Click 'Yes'To continue

NEFT Fund Transfer	۵
Transaction	
Successful!	
Successfully fund transferred!	
From Account - 000310001035080	;
To Account - 123456789 	_
Name - Vinayak 	k
Transaction Amount - ₹10,000.00	
Date - Oct 14, 2021, 12:00:00 AM 	
Transaction Id - 693	
Share	

Transaction is successful

RTGS fund transfer

RTGS Fund Transfer	ŵ
From Account	
000310001035080	~
GENERAL SAVING DEPOSIT	
0003 10 001 035080 Manoj ponkshe	
To Account	
	~
Amount to be Transfer	
Particulars	
By-000310001035080	
Back Next	

Enter the account details where to transfer amount

Enter the amount to be transfer

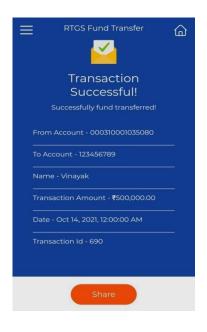
Enter the particulars



Enter the generated otp on registered mobile number

RTGS Fund Transfer	ŵ
Confirm Details	
From Account 000310001035080	
To Account 123456789	
Amount to be Transfer ₹1,000,000.00	
Confirmation	
Are you sure, you want to continue?	
Yes No	
Confirm	

Click 'Yes' to confirm details.



Transaction successful.

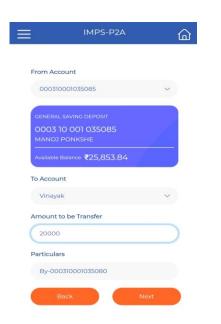
IMPS

IMPS contains the following transactions



- IMPS-P2A :- IMPS P2A means that you can make a fund transfer from your phone to the accounts of any beneficiary by providing their account details

- IMPS-P2P :- IMPS P2P means Phone to Phone transfer
- IMPS Check Status :- This is the view and user can check status
- IMPS Name Inquiry :- This is the view and and user can check name.



Enter the to account details i.e beneficiary which is already added

Enter Amount transfer, Particular

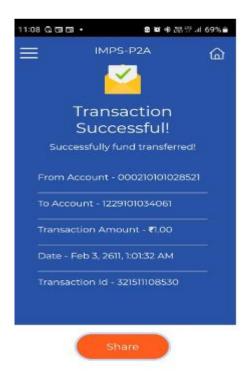
Click on 'Next'



Enter the Otp Send on Registered Mobile number.

=	IMPS-P2A	<u></u>
	Confirm Details	
From Ac 0003100	count 01035080	
To Accou 12345678		
	Amount to be Trans ₹100.00	sfer
Confir	mation	
Are you	sure, you want to contir	nue?
	Yes	No
	Confirm	

Click to 'yes' for confirm the details.



Transaction is successful

3	IMPS-P2P	ۍ ک
From Accou	int	
00021000	01035089	~)
GENERAL SA		
	001 035089	1
MANOJ PC	ONKSHE	
Available Bal	ance ₹49,993,539	.30
To Account		
Jacob R		~
Amount to b	oe Transfer	
20000		
Particulars		
By-00031	0001035080	
-		
Bac	ĸ	Next

IMPS P2P

Enter the to account details i.e beneficiary which is already added

Enter Amount transfer, Particular

Click on 'Next'



Enter the Otp Send on Registered Mobile number.

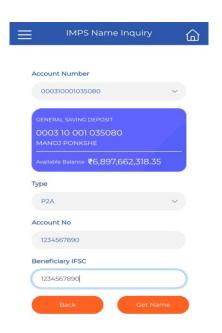
	Confi	rm Detai	ile	
From A		in Deta		
To Acco 987654	unt			
	Amount ₹20	to be Tra),000.00	insfer	
Confir	rmation			
Are you	u sure, you w	ant to cor	ntinue?	
	Yes		No	\supset
			-	
		onfirm		

Click to 'yes' for confirm the details.

IMPS cheque status

Ξ	IMPS (Check St	atus	6
Accou	int Number			
000	031000103508	0		~
Setter Ma				
terr concern	03 10 001 0			
Availa	ible Balance ₹6	5,897,662	2,318.35	
Retriv	al Referance I	No		
123	4567890			\supset
	Back		Get Statu	

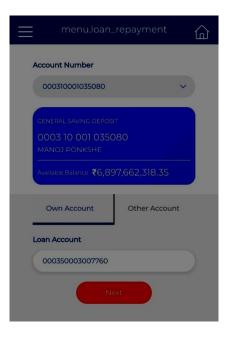
IMPS name inquiry



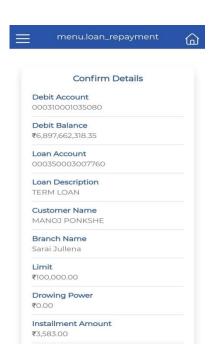
Page 49

Loan Repayment

Through which user can transfer the amount to Loan account



Select the own account



Confirm the loan account details

\equiv		â
₹0.00	D	
	allment Amount 33.00	
Loan ₹0.00) Due	
	tanding Amount 39,738.00	
Rate 13.50	Of Intrest %	
Ar	nount	
	3583.0	
	90 Seconds to resend OTP	
	Confirm	

Enter the otp send on register mobile.

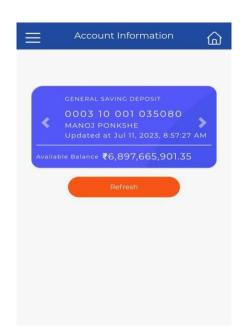
=	menu.loan_repayment	ŵ
₹	0.00	
	nstallment Amount 3,583.00	
	oan Due 0.00	
	Putstanding Amount 9,789,738.00	
R	ate Of Intrest	
0	Confirmation	
4	Are you sure, you want to continue?	
	Yes No	
	79 Seconds to resend OTP	
	1 2 3 4 5	
	Confirm	

Click 'Yes' to continue



Transaction successful

Account information



Account information will get from this option like name, balance, other account details etc.

Statement

With this option user can get statement from the selected date range.

Date range cannot greater than 1 year. User can view and download the statement

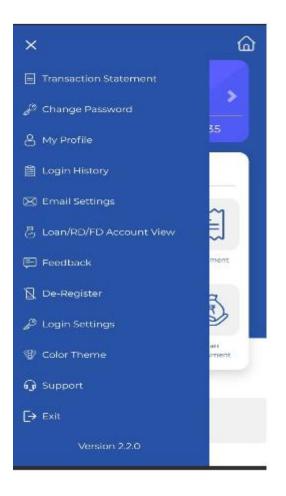
Account Number	
000310001035080	~
Start Date	
	Ē
End Date	
	t
GENERAL SAVING DEPOSIT	
0003 10 001 035080 MANOJ PONKSHE	
Available Balance ₹6,897,665,90	01.35
View Mini Statement	

To download click on generate pdf and user can share the downloaded file.

System will generate the account statement

Start Date		End Date
Jun 16, 2019		Jun 16, 2020
🛗 Jun 11, 202	20	7:57 AM
Narration	: BY CAS	H.
Amount	: Cr. ₹2,0	00.00
🛗 Jun 13, 20	20	11:55 AM
Narration		003/1234560012 '035080/JMIA0
Amount	: Cr. ₹2,5	00.00
🛗 Jun 16, 20	20	5:58 PM
Narration		003/1234567001 035080/JMIA0
Amount	; Cr. ₹40	0.00
🛗 Jun 16, 20	20	5:55 PM
Jun 16, 20	1	5:55 PM 003/12345670
	0	-

Menu option view



User can use these menu options.

Under this, you will get the follows options:

- -Transaction Statement : to get the statement details
- -Change Password: to change the password

-My Profile:- to view My details

-Login History:- To see the login details

-Email Settings: to see email; details

-Loan/RD/FD Account View: - to see Loan/FD/RD view

-Feedback: Feedback if any

-De-Register:

-Login setting:

-Colour Theme: colour theme to choose the screen appearance

-Support

-Exit – To log off

Statement

Account Numb	ber		
papsiboara	135060	0	
Start Date			
		曲	
End Date			
		莭	
Concession service	ND DEPART		
0003 10 00 MANOT PON	01 035080 Hanc		
Australian Halans	∞ ₹6,897,658,69	3.35	
0	www.wiiniStatement	6	
Con	setate PDF Statemer		

User can get statement details with the selected date range

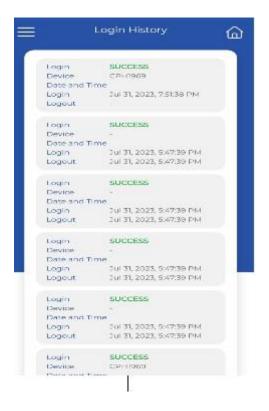
Change password:- User can change password

Change Password	۵
æ	
User Id	
INCOME DYNER	
Current Peseword	
New Password	
Confirm Password	
Reset Password	

My Profile:-



Can get user profile details like Date of birth,address,Mobile number,Pan,Adhar card,Email Id, Customer ID,CKYC number. Login History:-



User can get login details i.e login time and logout time along with success and unsucess

attempts

Email Id settings: Email id details

=	Email Setti	ings	۵
Account N	0		
0003101	08035080		~
	AMINE DEPOSIT 001035080		
	onksni ⊪nos ₹6,897,6	58,693.35	
Email Id	in second the		
Tstiptes	tcom		
Confirm Er	mail Id	N	
Tst@btes	teom	13	
Frequency			
			~
Format			
PDF			~
	Edit		
	Destrogante		

Loan/FD/Rd View



Get the details of Loan/Fd/RD accounts ,

For FD:- Pricipal maount, open date, maturity date, interst rate, maturity amount

For Loan:- Pricncipal due, Interest due, Period, next due date, Interest rate

Feedback: Feedback if any user required to submit

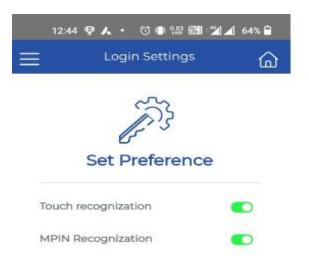
≡	Feedback	ŵ
	ĘØ	
Name		
Mobile Nur	mber	
1234567	890	
Subject		
		~
Feedback		
	Submit	
	Submit	
2		
≡	De-Register	ය
	æ	
Enter Pasawo	rd	

De-register



To deregister login id use this option. Once the user de-register user can not be login after it.

Login Settings:- if user enable touch reorganization and MPIN reorganization while login system asks the MPIN and touch login.

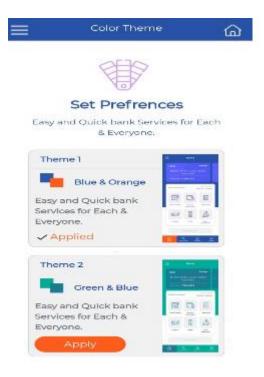


Sign In	D.
Easy and Quid Everyone.	ck bank Services for Each &
1907507788	в
	OR
Enter MPIN	4
	Register MPIN
	Submit
Fo	rgot Password/MPIN
	OR
	Enable Touch Login

MPIN Recognization:- user has to register MPIN first then only system allows user to login through MPIN

Touch Recognization:- User can login through touch screen. Just touch on enable touch login, system ask user the touch recoganization which already used for mobile.

Colour theme:- to select the colour theme for appearance of screens throughout the application.

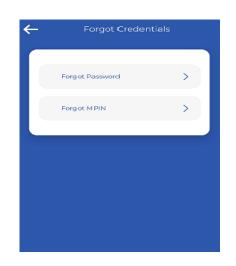


Support:- Contact details of bank And bank working timings



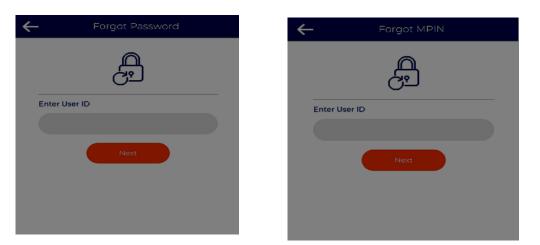
Exit : To Log off from application.

Forgot Password/MPIN: If user forgot the password generate the new password/MPIN through this option



Enter the Password/MPIN (Mobile PIN).

Choice Any One:

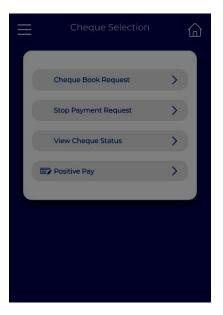


FORGOT CREDENTIALS:

Forgot Password: Enter The User ID, Click the Next Button and enter New Password.

Forgot MPIN (Mobile Banking PIN): For login mobile app enter the 6 digit number, 3 same digits should not Enter.

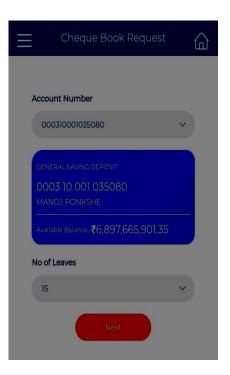
CHEQUE :



Under this, you will get the follows options:

- Cheque Book Request :
- Stop Payment Request :
- View Cheque Status :
- Positive Pay :

Cheque Book Request: User can generate the cheque book request suing this option.



1:01 ゆくく 🌚 🖓 🖽 🎾 🖌	62% 🗎
Cheque Book Request	습
Account Number	
000311001014487	-
CURRENT DEPOSIT	
0003 11 001 014487	
MANOJ PONKSHE	
Available Balance ₹30,798.28	
Reason	
2021/10/14 07:11:36	
No of Leaves	
30	~
Share	
Cheque book request sent successfully!	

Stop payment Request:- User can stop the payment of cheque.

1:06	ዋ 🔥 🕒 • 🗇 🖷 💥 l Stop Payment Re	
125		
Accoun	t Number	
0003	10001035080	~
	AL SAVING DEPOSIT \$ 10 001 035080 J] PONKSHE Ie Balance ₹6,897,658;	193.35
Cheque	e No	
1234	56	
Reason		
TEST		~
	Next	

Select the account

Enter the cheque no which user required to stop

Enter the reason

Click on next.

Confirm the details

Cheque will be stop by system.

	2:24 🦞 🗚	. 11 i • 10 4	1 981 (220 - *2 1	🖌 51% 🖨
Ξ	Stop	o Paymen	t Request	6
A	count Num	nber		
	000310001	035080		~
6	ENERAL SAV	ING DEPOSIT		
(001 03508	0	1
	wailable Balar	nce ₹6,897	658,193.35	
C	neque No			
	100066			
R	eason			
	TEST			Ŷ
D	ate			
	2021/10/14	08:34:31		
		Share		
	Cheq	ue payme success	ent stoppe fully!	ed
	\triangleleft	0)

View Cheque Status: User can view the Cheque Status

1

Positive Pay Entry:



Under this, you will get the follows options:

- Positive Pay Status View : To view the status of cheque send to PPS

- **Positive Pay Entry :** Positive Pay is a process of validating/confirming the key details of cheques Applicable on high value cheques amounting Rs 500000/- and above

Positive Pay Stat	8 6688 121 ∡1 47% 9 us View 6
Account Number 000310001035080	~
GENERAL SAVING DEPOSIT	
0003 10 001 035080 MANOJ PONKSHE	
Available Balance ₹6,897,65	8,193.35
Cheque No	
100067	
Start Date	
14/10/2021	Ē
14/10/2021 End Date	

Select the account no, enter the cheque no, enter start date and end date. Click on submit

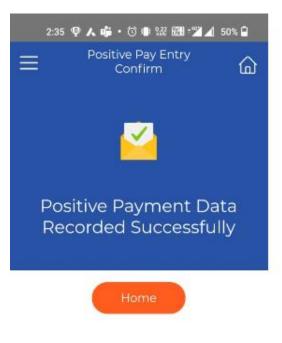
E Pos	itive Pay Status Details	6
Cheque No		
Amount	: 5200.0	
Payee Name	. 50.1	

User can get the details of cheque which mark for PPS.

- Positive Pay Entry: To send the cheque for PPS user has to enter the details of cheque.

3:12 茶 🖗 🙏 ・ 🗇 🖷 🚟 🖼 📲 🕍 🖌 46% 🔒 — Positive Pay Entry 🧄		
Confirm	습	
Account Number		
000310001035080		
Cheque No		
100068		
Cheque Amount		
5600		
Cheque Issue Date		
2021-10-14		
Payee Name		
Installment		
Back Confirm		

Select the accountno, cheque no, cheque amount, cheque issue date, Payee name and confirm the details.



PPS entry successful.